

## **CITY OF BURBANK**

### **MANAGER CUSTOMER SERVICE OPERATIONS**

#### **DEFINITION**

Under general direction, to lead, plan, direct, organize and coordinate the customer care activities of the Customer Service Division of Burbank Water and Power; to perform a variety of difficult and complex administrative and analytical work; and to do related work as required.

#### **ESSENTIAL FUNCTIONS**

Directs and oversees activities of a customer care section including: billing, mail center, payment processing, call center, meter reading, field services, credit & collection, and public information programs and marketing; establishes and monitors section and employee performance objectives, measurements and priorities; develops, implements and administers section and Division programs and projects; promotes City programs and services; prepares statistical reports; prepares and administers the budget; coordinates functions of Division and other departments and outside agencies; researches, analyzes and responds to customer complaints and inquiries; resolves customer and operational problems; consults with employees and customers on related problems; represents the department in claims actions and/or provides information to the City Attorney's office for civil suit; interprets and applies regulations, policies and procedures; supervises, trains and evaluates personnel; makes recommendations regarding hiring, promotion and transfer; recommends disciplinary action up to and including termination; drives on City business.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards:**

- Knowledge of - principles of customer service and customer retention; management and supervision techniques, methods and processes; computer billing applications for water and electric rates; credit and collection methods and procedures; utility billing procedures; personal computer software applications.
- Ability to - plan, organize and direct the work of others; understand and apply a wide variety of legal requirements and statistical reports; exercise initiative and independent judgment to resolve problems; handle tactfully and effectively highly emotional and volatile customer relations situations; perform mathematical computations; communicate effectively, both verbally and in writing; establish and maintain effective working relationships with supervisors, fellow employees, and the public.

**Education/Training:** Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to a Bachelor's Degree in business or public administration, customer service, accounting, data processing or a related field. Three years of recent experience in utility, business, administrative or customer service work, including two years in a supervisory capacity. NOTE: Additional-qualifying experience may be substituted for the required education on a year-for-year basis.

**License & Certificates:** A valid California Class "C" driver's license or equivalent at time of appointment.

#### **SUPPLEMENTAL INFORMATION**

None.